











# Performance Measures

Department Name: MDOS  
Executive/Director: M. Senyko  
Period: October 2013

October 2013

Metric	Status	Trend	Target	Current	Previous
<b>Customer/Constituent</b>					
Information Center average response time	Green		6:00	3:50	4:36
Percent of favorable comment cards	Green		85%	78.7%	84.0%
Percent of transactions performed at ExpressSOS (online)	Red		20%	10%	11%
Percent of transactions performed in channels alternative to ExpressSOS in RBM/SST's	Green		15%	15%	14%
Average number of calendar days to issue standard driver licenses	Green	=	8	3	3
Branch office computer system availability	Green		98%	99.67%	99.90%
Average number of calendar days to issue standard vehicle titles	Green	=	6	4	4
<b>Internal Business Process</b>					
Percent of dealer license applicants who are free of major violations in their first year of licensing	Green		>90%	100%	97.72%
<b>Elections Oversight</b>					
Voter Participation—Number of Military and Overseas Ballots Cast (Aug 2013 election)	Yellow		10% increase over 2 year	85%	96%
Voter Outreach—attend 4 state naturalization ceremonies per month to sign up new citizens to vote	Yellow		100%	75%	0%

\*Current numbers per August 2013 election

Legend:	Green	90% or greater of target		Trending better than previous month
	Yellow	>=75% to <90% of target	=	No change since previous month
	Red	<75% of target		Trending worse than previous month

\*\* One ceremony cancelled in October due to Federal shutdown. Low number in previous month is a result of MDOS not being invited to any ceremonies in September

